



Benefit Updates

SEBC Meeting
March 14, 2022



2022 Open Enrollment

- 2022 Open Enrollment for State employees, employees of participating groups, non-Medicare pensioners and Medicare pensioners (dental and vision only) will start Monday, May 2, 2022 and run through Wednesday, May 18, 2022
- SBO will not hold health fairs
 - Instead, short informational videos created by GHIP benefit vendors will be posted on the Open Enrollment pages of the SBO website
- Training for HR/Benefit Reps:
 - One online course* titled *“HR/Benefit Rep Responsibilities For Open Enrollment”* will be assigned on April 5 that reviews their responsibilities prior to, during, and after Open Enrollment to best support their employees
- Communications to employees:
 - Will have streamlined content and messaging
 - One online course* titled *“Benefits Open Enrollment Guide”* will be assigned on April 6 that reviews the steps they need to take prior to, during, and after Open Enrollment, as well as changes that will occur for the plan year beginning July 1, 2022

*Online courses will be available and tracked in the Delaware Learning Center (DLC) and available via a separate website link for those who do not have access to the DLC. Completion due date for the online courses is April 29, 2022.

2022 Open Enrollment

- Messaging to state employees *“Preparing in April to Navigate Open Enrollment”*
 - Update your contact information – log into State of Delaware Employee Self-Service to make sure your password has not expired and confirm your contact information
 - Complete the online training
 - Compare your health plan options using the myBenefitsMentor® online consumer decision tool
- Timeline of March communications:
 - March 15 – Email from SEBC to benefit-eligible state employees
 - March 16 – Memo to HR/Benefit Representatives
 - March 31 – Postcard mailed to homes of state employees

2022 Open Enrollment

- Per legislation, employees of the State of Delaware, which includes all State Agencies, DOE, K12 (School Districts and Charter Schools), DTCC & DSU, are **required to actively participate** in the Open Enrollment process each year

NAVIGATE OPEN ENROLLMENT and actively participate
between **May 2 – 18, 2022** by completing these three simple steps:

STEP ONE: Log in to State of Delaware Employee Self-Service (employeeselfservice.omb.delaware.gov) to enroll, confirm, or waive your health, dental and/or vision coverage.

STEP TWO: Complete the online Spousal Coordination of Benefits Form if you will be covering your spouse under a Highmark Delaware or Aetna Health Plan as of July 1, 2022. This form must be completed each year during Open Enrollment to avoid a reduction of spousal benefits.

STEP THREE: Check out the additional benefits available, including the Flexible Spending Account (FSA) Plan, Accident & Critical Illness Insurance, and State Group Universal Life (GUL) Insurance.

2022 Open Enrollment

- Effective July 1, 2022, State of Delaware Employee Self-Service will only be accessible through my.delaware.gov
 - *Why the change?* my.delaware.gov provides greater security for the state network and data
 - DTI is leading the effort and conducting on-going outreach to organization leadership, HR/Benefit Representatives and employees to prepare for the transition
 - For 2022 Open Enrollment, SBO will direct employees to the Employee Self-Service Assistance Page <https://employeeselfservice.omb.delaware.gov/> where employees will be able to access State of Delaware Employee Self-Service through either my.delaware.gov or [DE-SSO](#) (platform that has been in place for years) in order to complete Open Enrollment

2022 Open Enrollment

- 2022 Open Enrollment Employee Survey
 - Link to survey included in confirmation email that employees receive when they click “submit” in State of Delaware Employee Self-Service
 - Last year, we included questions on which health plan they chose and why, myBenefitsMentor® utilization, SBO communications, and system accessibility and/or navigation
 - For 2022 Open Enrollment, we are planning to ask employees questions about
 - SBO communications
 - System accessibility and/or navigation
 - Utilization of myBenefitsMentor®
 - Utilization of GHIP benefit vendor videos
 - Preference for participation in future health fairs – in-person, virtual, either or none
 - **Are there other questions that SEBC would like SBO to ask in the employee survey?**

EAP Executive Curriculum of Training

- Initial training designed for agency/organizational leadership, managers and supervisors and human resource staff, so that they learn more about the Employee Assistance Program (EAP) through first-hand exposure and then pass information along to their staff
- In the coming months, the plan is to begin offering a new course each month
- There will be two sessions scheduled for each course to accommodate schedules
- Below are some of the planned course topics:
 - Managing Staff Through Stressful Situations
 - Mental Health Awareness for Leaders
 - Preventing Employee Burnout
 - Self-Care Tips for Managers
 - Mindfulness: Being Present in Your Work and Life
 - Where are you going? Goal Setting for Personal and Professional Success

DHR Workplace Wellness Policy

- At the request of Governor John Carney, the Cancer Risk Reduction Committee of the Delaware Cancer Consortium, took responsibility for “developing a road map on how to get priority initiatives implemented”
 - This request led to the development of a Healthy Lifestyles Subcommittee in 2019, which was tasked with studying and recommending policies that could positively influence healthy lifestyles in Delaware
 - The Subcommittee put forth a final report with policy recommendations which were shared with the Governor’s Office, including the following policy recommendation related to workplace wellness *“Create a formal workplace wellness program infrastructure for state employers”*
 - A copy of the Subcommittee’s January 2021 [final report](#) is viewable online (*Navigation:* Click on the “final report” link > Meeting Materials > 2021 > [NEW - HLSC Policy Recommendations Final 2-4-21.pdf](#)).

DHR Workplace Wellness Policy

- In March 2021, SBO in partnership with the Delaware Department of Public Health (DPH) and DPH's contracted vendor Mathematica, put together a Workplace Wellness Policy Workgroup comprised of representatives (HR Leads or their designees) from the various executive branch agencies, as well as DPH and the Governor's Office
 - Focus of the Policy Workgroup is to establish a DHR Workplace Wellness Policy which does not require funding that:
 - Contains procedures/guidelines to permit and encourage **executive branch agencies** in the development and maintenance of workplace wellness initiatives (i.e., programs, campaigns, challenges, events) for their employees
 - Creates alignment and consistency across **executive branch agencies** on procedures/guidelines that support workplace wellness

DHR Workplace Wellness Policy

- Phase I: (April 2021 – June 2021) Complete:
 - Policy Workgroup met three times (April 14, May 3 and June 8)
 - Solicited and collected feedback from Policy Workgroup and Subject Matter Experts (SMEs)
 - Reviewed data and policies from other states
- Phase II: (FY22) In Progress:
 - Policy Workgroup met on March 10
 - Goal is to finalize and launch the following documents by July 1, 2022:
 - DHR Workplace Wellness Policy and Procedures
 - DHR Liability Waiver for Participation in Workplace Fitness Activities
 - DHR Media Release Form
 - DHR Workplace Wellness Online Toolkit
- Once launched, the DHR Workplace Wellness Policy and Procedures and associated documents could serve as a “model example” for Delaware school districts, charter schools, institutions of higher education, as well as non-state employers, where they could adopt similar policies and practices for their employee workforces

Score Cards

- SBO provides annual Score Cards to state agency leadership
 - Have also provided to other organizations (i.e., school districts) in the past
 - Plan is to provide 2022 Score Cards to agencies, school districts, charter schools, DTCC and DSU
- Score Card provides a snapshot of their organization's employee/member aggregate (combined) data compared to the State Average in areas related to:
 - Open Enrollment Trainings and Participation
 - myBenefitsMentor® Usage
 - Telemedicine Utilization Rates
 - Preventive Screening Rates
 - Site of Care Usage
 - Condition and Behavioral Health Prevalence
 - And more...

Score Cards

- Only **aggregate data** is used and reported in the Score Card
 - The State of Delaware’s contracted data mining vendor, IBM Watson Health, manages the GHIP health care claims database, runs reports, and provides aggregate data to SBO for the Score Card
 - **No personally identifiable information is shared with SBO or leadership**
- Score Card includes a “Summary and Key Findings” section that provides noteworthy takeaways and areas of opportunity for possible focus and action by organizations
- SBO’s annual Score Cards are referenced in the draft DHR Workplace Wellness Policy and Procedures document
 - “... Agencies are encouraged to act on the areas of opportunity in the Score Card by incorporating them into their wellness plans, activities, and communications”

Choosing the Right Care

- In the coming months, SBO/WTW/IBM Watson Health plan to take a deeper dive with the SEBC into site of service utilization data and reporting
- For the past several years, SBO and the health plan vendors have implemented multiple communications (i.e., emails, letters, flyers, postcards, posters, and online training courses) to educate members* throughout each fiscal year about choosing the right care and appropriate site of service
- Recent communication efforts:
 - February 2021 – June 2021:
 - Highmark Delaware sent out a flyer to over 32,000 members* about how and when to use Amwell and Doctor on Demand telemedicine providers
 - Aetna sent out three letters/flyers to over 13,000 members* including a Teladoc Welcome Letter, when to use telemedicine instead of going to the ER, and how they can receive quality healthcare using telemedicine
 - July 2021: SBO sent emails to employees enrolled in a health plan with specific information about their plan, including information on choosing the right care and appropriate site of service

**Includes employees and non-Medicare eligible pensioners*

Choosing the Right Care

- Beginning November 2021: Highmark Delaware and Aetna started mailing site of care postcards to members* who based on claims data could have used:
 - A more affordable, non-hospital affiliated freestanding facility for lab and/or imaging services
 - A less emergent setting (i.e., PCP, telemedicine or urgent care) instead of going to the ER for less severe symptoms like coughs or colds, sore throat, fever, etc.
- February 9, 2022: SBO sent the [Benefits Bulletin](#) to over 38,000 benefit-eligible State of Delaware employees which included an article titled “Navigating Health Care Options” and promoted SBO’s new [Know Where to Go for Care](#) flyer
- Demo of [Choosing the Right Care](#) page and [Facts & Figures](#) page on SBO’s website

**Includes employees and non-Medicare eligible pensioners*

Questions?



Thank You



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